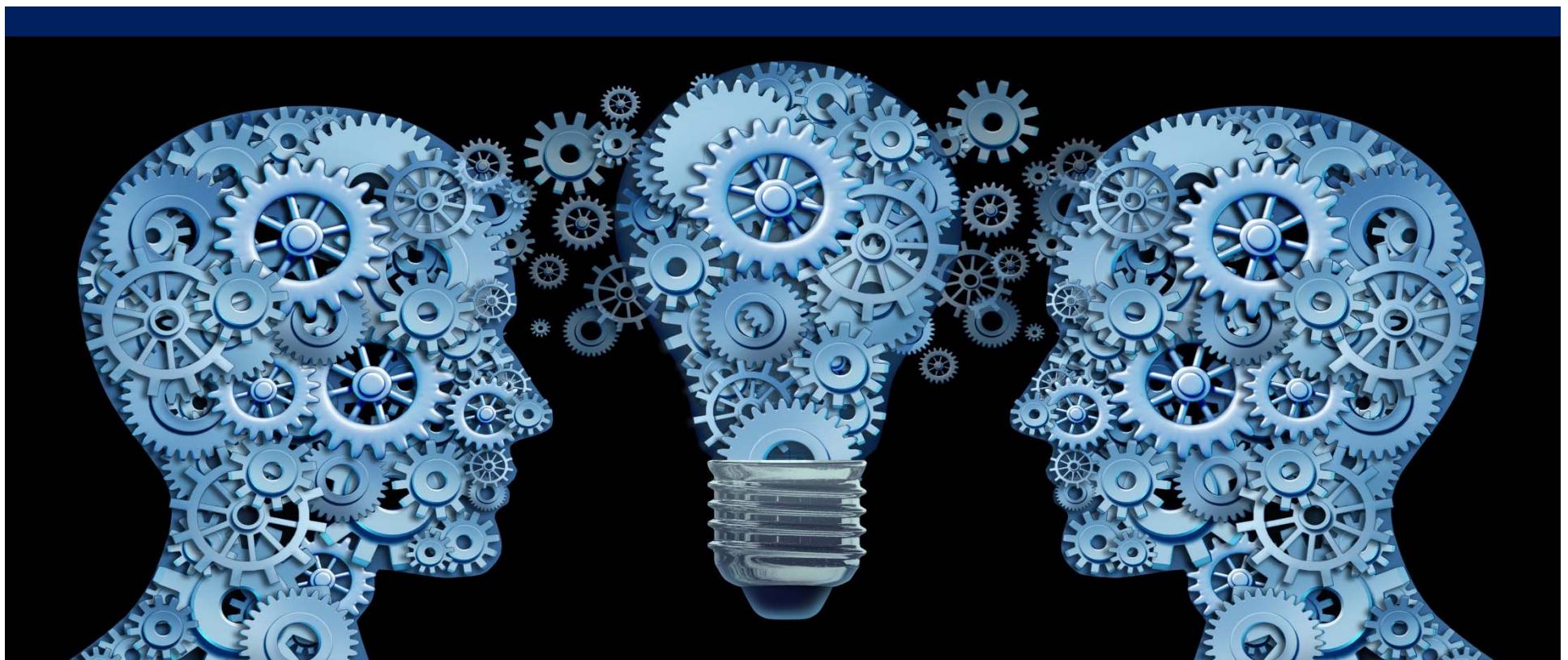


One-Stop Shop (OSS)

Maribeth Munroe

Manager



Objective

Upon completion of this presentation,
you will know about:

- One-Stop Shops (OSS)
Guest Services Philosophy
- Locations
- Hours of Operation
- Our Team
- Areas of Support
- ESS Services Hotline



About Us

- The One-Stop Shops (OSS) at Nova Southeastern University (NSU) are the central point for walk-in students (prospective, new, and continuing) for information pertaining to their student record.
- The One-Stop Shops bring together professionals who are cross-trained in financial aid, bursar, registrar, and SharkCard service functions; and process parking decal requests for the entire NSU campus community.



Guest Services Philosophy

We are committed to:

- ✓ Treating all guests with the same level of respect
- ✓ Actively listening to guests' questions and comments in order to fully understand their unique situation
- ✓ Taking *ownership* of a situation until resolved
- ✓ Contacting the appropriate employee/department to assist if service requested cannot be fulfilled by the One-Stop Shops (OSS)

“I don’t know” or “I cannot do that”
are not in our vocabulary.



Locations

- The One-Stop Shops (OSS) are conveniently located on the main campus at two locations:



Horvitz Administration
Building



Terry Administration
Building

One-Stop Shops

Photo of Horvitz Administration Building Location



Hours of Operation

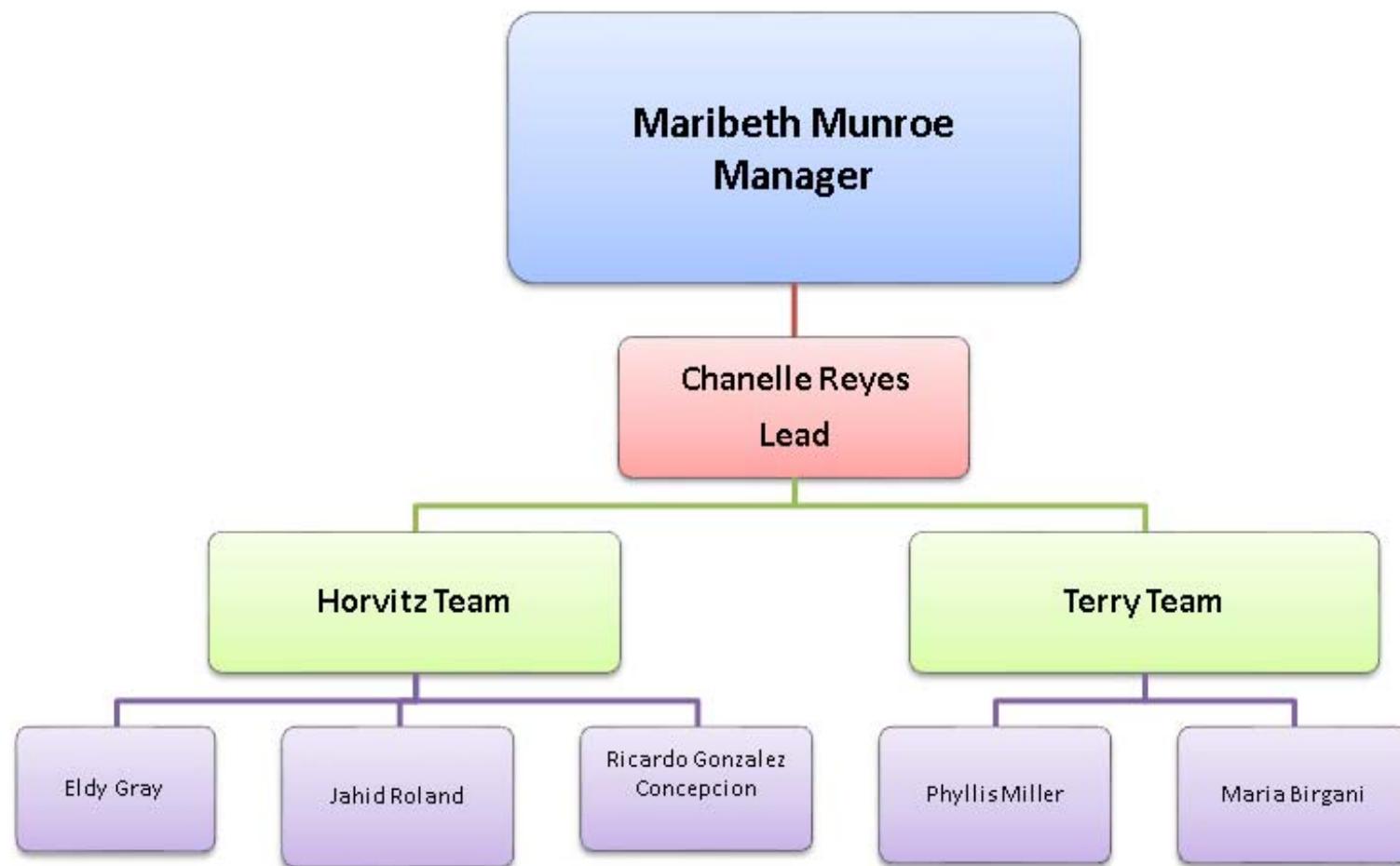


Days	Times
Monday - Thursday	8:30 a.m. - 7:00 p.m.
Friday	8:30 a.m. - 6:00 p.m.
Saturday <small>(Horvitz Admin. Bldg. only)</small>	9:00 a.m. - 12:00 p.m.

- Service times are extended to 8:00 a.m. during peak periods, normally at the beginning of each semester.
- Horvitz Administration Building OSS is open on Saturdays.



Meet the Team



Areas of Support



Financial Aid Services

- Free Application for Federal Student Aid (FAFSA) review
- Collecting and reviewing required documents
- Verifying awarding information (eligibility/status)
- Assisting with financial aid form completion
- Loan Disbursement information
- Student Employment questions



Registrar Services

- Registration add/drop
- Transcript request
 - FT-1 forms for Miami-Dade County employees
- Enrollment verification
- In-School Deferment
- Data Change
- Commencement Information
- Degree Applications
- Diploma Replacement

Student Records



Bursar Services

- Payment processing
- Payment Plans
- Direct Deposit Authorization
- Official Invoice/Receipt Requests
- Florida Prepaid Authorization
- Comprehensive Account Overview
- Student Account Holds
- Refund Status



Public Safety Services

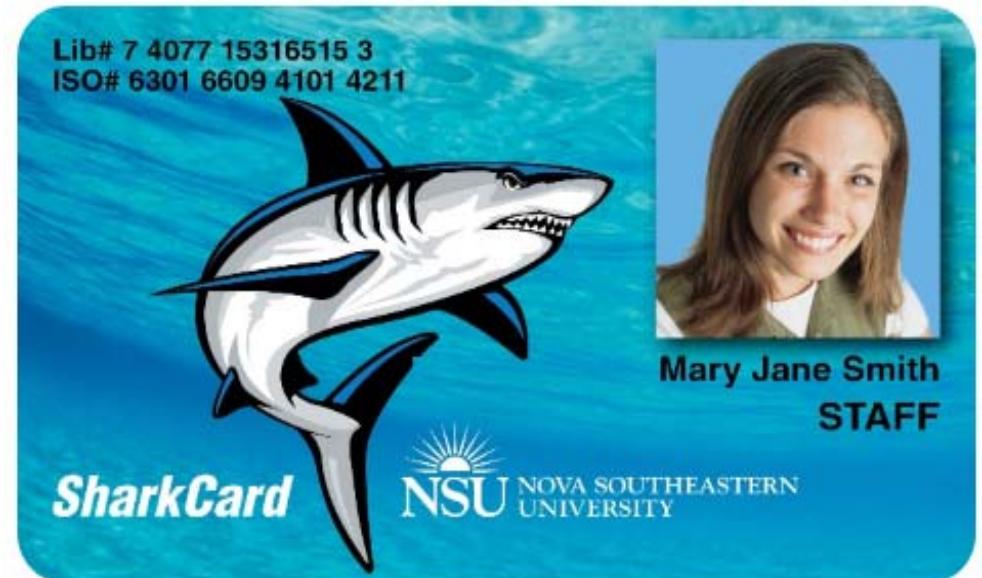


- Issue parking decals and renewals to NSU community
- Process payments for parking citations



SharkCard Services

- Issue new and replacement SharkCards
- Online application processing
- Meal plan balances
- SharkPrint balances



Enrollment and Student Services Hotline

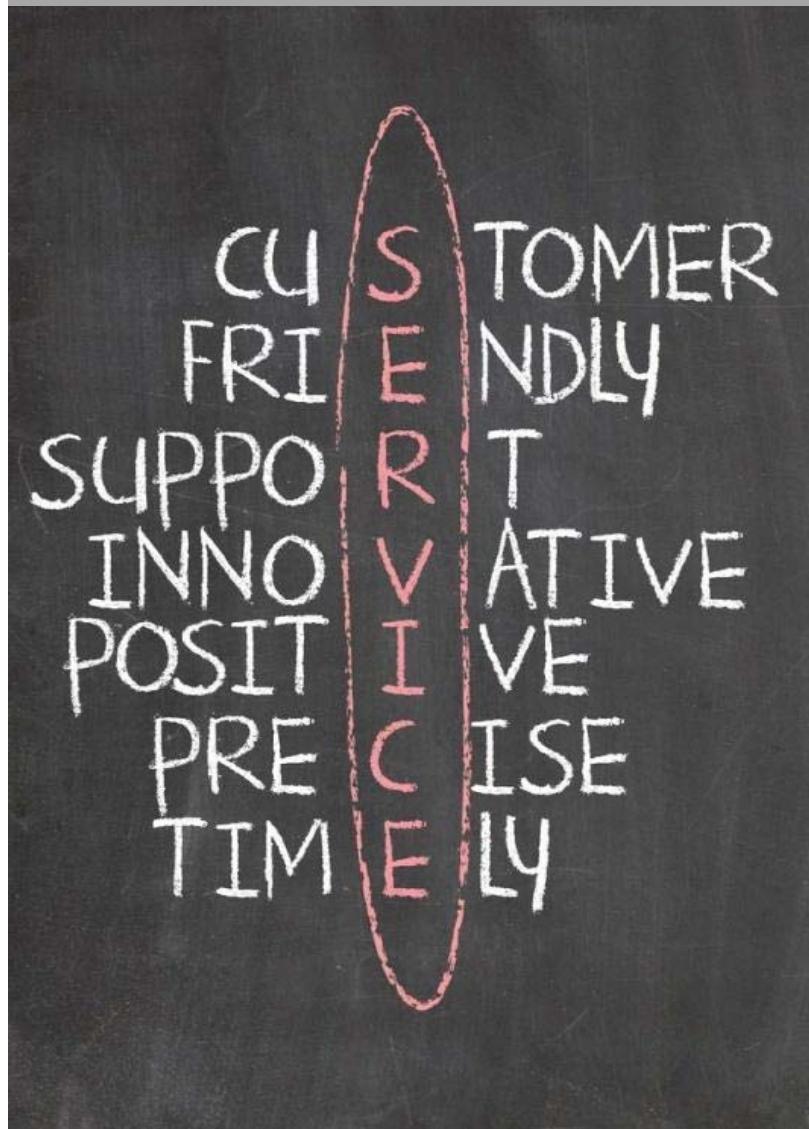
- **Extension 22522**

- Provides support to other NSU campuses by answering questions related to student account balances, bill payments, ordering transcripts, requesting enrollment verification, in-school deferments, and parking decals

- **Schedule**

Days	Times
Monday-Thursday	5:00 p.m.-7:00 p.m.
Friday	5:00 p.m.-6:00 p.m.
Saturday	9:00 a.m.-12:00 p.m.

Innovation Quote



*“To give real service,
you must add
something which
cannot be bought
or measured with
money, and that is
sincerity and integrity”*

- Douglas Adams



Contact Information

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